

Technical product information

Topic	Rear Shock absorber leaking (Left or Right)
Market area	Australia E04 Bentley rest Asia and Australia (6E04),China 723 Volkswagen (Anhui) Automotive CO (6723),China 796 VW Import Comp. Ltd (Vico), Beijing (6796),Germany E02 Bentley rest Europe (6E02),Japan E03 Bentley Japan (6E03),Korea, (South) E08 Bentley South Korea (6E08),United Arab Emirates E06 Bentley Middle East and Africa (6E06),United Kingdom E01 Bentley UK (6E01),United States E05 Bentley USA and rest America (6E05)
Brand	Bentley
Transaction No.	2061743/6
Level	EH
Status	Approval
Release date	

New customer code

Object of complaint	Complaint type	Position
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> oil leak	rear left
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> oil leak	rear right
running gear -> shock absorber/suspension control	functionality	
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> leaking	rear left
running gear -> running gear, springs, shock absorbers -> shock absorber	leaks -> leaking	rear right

Vehicle data

New Continental GT - New Continental GTC - New Flying Spur

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
3S3*	2018	E		*	*	*
3S3*	2019	E		*	*	*
3S3*	2020	E		*	*	*
3S3*	2021	E		*	*	*
3S3*	2022	E		*	*	*
3S3*	2023	E		*	*	*
3S3*	2024	E		*	*	*
3S4*	2019	E		*	*	*
3S4*	2020	E		*	*	*
3S4*	2021	E		*	*	*
3S4*	2022	E		*	*	*
3S4*	2023	E		*	*	*
3S4*	2024	E		*	*	*
ZG2*	2020	E		*	*	*
ZG2*	2021	E		*	*	*
ZG2*	2022	E		*	*	*
ZG2*	2023	E		*	*	*
ZG2*	2024	E		*	*	*

Documents

Document name
master.xml

Customer statement / workshop findings

Oil leak evident from the rear shock absorber/s (Left and/or Right)

Technical background

Should oil be leaking from the left or right rear shock absorber as shown in Figures 1 - 2 and 3, the operative should refer to the Measure section of this TPI



Figure 1



Figure 2

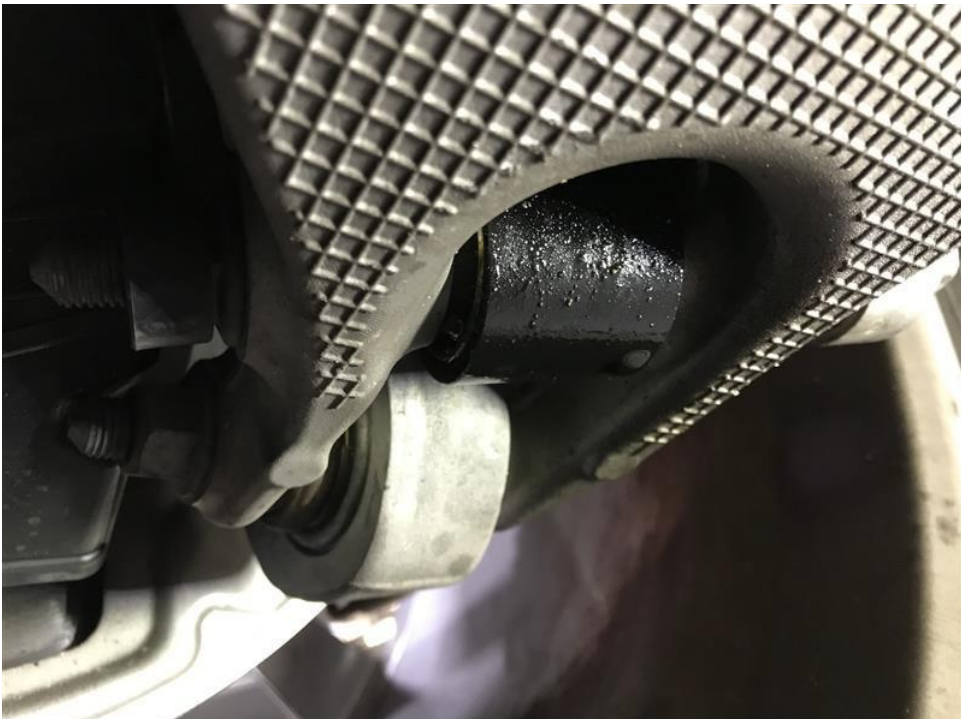


Figure 3

TPI Revision history

2061743/6 – Warranty accounting instructions have been amended to include the applicable wheel alignment and driver assistance system LOT's (where applicable)

Production change

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Measure

- 1) Carry out an inspection of the right and left hand shock absorbers
 - Should an oil leak be evident
- 2) Open a Non technical/For information only DISS query
 - Attach photos of the leaking shock absorber/s to the open DISS query
 - Submit the DISS query
- 3) Replace the leaking shock absorbers in pairs - Refer to Rep.Gr 42
- 4) Conduct wheel alignment (front and rear) and calibration of the applicable driver assist systems (Depending on vehicle specification)

Warranty accounting instructions

Warranty type 110 or 910

Damage service number 42 93

Damage code 00 50

Time to replace (x2) rear dampers

Labour operation code 42 93 20 00

Time 90 T/U's (x2 rear damper)

Wheel alignment and calibration of the applicable driver assist systems (Depending on vehicle specification)

NOTE: The codes for each vehicle type are the same, however some of the times may be different please note that Saga will auto-populate the times when the claim is submitted

- Vehicle front + rear measured wheel alignment checked - 44 95 03 00
- Rear wheel camber adjust - 44 94 15 50
- Rear wheel track adjust - 44 93 15 50
- Front wheel camber adjust - 44 89 15 50
- Front wheel track adjust - 44 88 15 50
- (ACC) - Radar sensor checked + adjusted - 91 63 05 51
- Overhead view camera adjusted - 90 83 15 00
- Driver assist camera adjusted - 96 38 15 50
- Control unit for (Lane change assist) adjusted - 96 35 15 00

GFF Time

Labour operation code 01 51 00 00

Time As per the ODIS log Must not exceed 10 TU

Road test

Labour operation code 01 21 00 99

Time 25 TU

Parts information

Fitment of new rear dampers **in pairs** as detailed below:

New Continental GT - 975 513 035 J (x2)

New Continental GTC - 975 513 035 K (x2)

New Flying Spur - 975 513 035 L (x2)

NOTE: The part numbers are correct at the time of publishing please refer to the ETKA parts catalogue for the latest parts as the part numbers may change without notice